

AUTO REPAIR VENDOR PROGRAM GUIDE

JULY 2026

OFFICE OF FLEET AND ASSET MANAGEMENT
STATE FLEET MANAGEMENT SECTION
AUTO REPAIR VENDOR PROGRAM

I. BACKGROUND

The Department of General Services (DGS), Office of Fleet and Asset Management (OFAM), develops and implements policies and procedures governing state fleet acquisition, utilization, repair and maintenance, modification, disposition, electrification, and data reporting.

As part of OFAM's efforts to help state agencies maintain safe and cost-effective fleets, OFAM administers the DGS-approved Auto Repair Vendor Program. Auto repair vendors throughout California may apply to become DGS-approved by submitting the OFAM 50 Vendor Application packet. OFAM publishes the list of approved vendors on its website to provide agencies with easy access to DGS-verified auto repair service providers.

II. APPLICATION SUBMISSION INSTRUCTIONS

A complete OFAM 50 packet, including all required documents and the business representative's signature, must be electronically submitted to DGSVendorProgram@dgs.ca.gov. Incomplete applications will not be processed.

Vendors are strongly encouraged to review all provisions outlined in this document before submitting their application.

III. TERMS AND CONDITIONS

A. Nonexclusive Agreement

This is not a contract and does not establish an exclusive agreement. OFAM adds new vendors to the approved list on an ongoing basis. State agencies may also obtain services from non-DGS-approved vendors or contract with any vendor at their discretion.

B. Products/Services Provided

Vendor shall provide all services in full compliance with the program requirements addressed in this document. The State strongly encourages the use of reconditioned, rebuilt, or aftermarket automotive parts whenever appropriate. At the discretion of an OFAM Inspector of Automotive Equipment (IAE), the use of new Original Equipment Manufacturer (OEM) parts may be authorized. The use of re-refined motor oil or synthetic lubricants is also highly preferred.

C. Payments For Services

Vendor shall submit invoices directly to the vehicle-owning agency for all services rendered. No alternative billing methods are permitted.

D. Compliance With Laws, Rules, And Regulations

Vendor shall comply with all applicable federal, state, and local laws, rules, and regulations currently in effect, as well as any subsequently issued, that govern the automotive repair and service operations described herein.

E. Dispute Resolution

In the event a dispute arises regarding the interpretation or performance of any aspect of the services provided to State agencies, the parties shall make a good-faith effort to resolve the matter. If these efforts are unsuccessful, each party agrees to consider mediation, mini-trial, arbitration, or other alternative dispute resolution methods before pursuing litigation. If mediation, mini-trial, arbitration, or other alternative dispute resolution techniques are employed, both parties agree that no resulting award or decision shall include punitive damages.

F. Notice of Approval Status

Once OFAM approves the application, the vendor will receive a notice of approval via email sent to the business representative's email address listed on the application.

G. Vendor Eligibility

The DGS-approved vendor status is valid for three (3) years from the date of approval. During this period, vendors must resubmit any required documents that expire within the three-year term to maintain their approved status. Failure to provide updated documents before they expire will result in cancellation of the vendor's status and require the vendor to reapply.

H. Vendor Relocation

In the event of a business facility relocation, the vendor must notify OFAM in writing. The DGS-approved vendor status will be canceled, and the vendor will be required to reapply with the updated information.

I. Transfer of Ownership

If an approved vendor sells or transfers ownership of the business, the vendor must notify OFAM in writing. The DGS-approved vendor status will be canceled, and the new owner will be required to submit a new application with updated information.

J. Cancellation of DGS-approved Vendor Status

OFAM may cancel a vendor's DGS-approved status if the vendor fails to comply with any of the provisions outlined in this document.

K. Use of State Employee Names

Vendor agrees not to use the names or addresses of State of California employees for any purpose not directly related to, and necessary for, providing automotive repair or services to State agencies.

L. National Labor Relations

Vendor, by signing the OFAM 50 form, swears under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the vendor within the immediately preceding two-year period due to the vendor's failure to comply with a federal court order requiring compliance with an order of the National Labor Relations Board.

M. Statement of Compliance

Vendor, by signing the OFAM 50 form, certifies under penalty of perjury that they have complied, unless exempt, with the nondiscrimination program requirements outlined in Government Code (GC) section 12990 and Title 2, California Code of Regulations section 8103.

N. Audit

Vendor agrees that DGS, or its authorized representatives, shall have the right to review, obtain, and copy all records related to the services provided. The vendor shall furnish any requested information to the State of California or its delegates and shall allow reasonable access to its premises, during normal business hours and with reasonable notice, for the purpose of interviewing employees and inspecting or copying books, records, accounts, and other materials relevant to the vendor's performance under this Agreement.

The vendor further agrees to maintain all such records for a period of three (3) years after final payment for services. In accordance with GC section 10532, the vendor is subject to examination and audit by the Auditor General for a period of three (3) years following final payment for services rendered.

O. Claims and Losses

Vendor agrees to indemnify, defend, and hold harmless the State of California, its officers, agents, and employees from any claims and losses incurred by contractors, subcontractors, material suppliers, laborers, or any other persons, firms, or corporations furnishing work, services, materials, or supplies in connection with the Vendor's performance of services for the State. Vendor further agrees to indemnify, defend, and hold harmless the State from any claims or losses incurred by any person, firm, or corporation that may be injured or damaged because of the Vendor's performance of services for the State.

P. Confidentiality

Vendor shall maintain all contract-related and subcontract-related information in strict confidence. Except for reports submitted to the State and client agencies, vendors shall not publish, reproduce, disclose, or otherwise reveal such information, in whole or in part, nor authorize others to do so. The vendor shall take reasonable measures to restrict access to this information to employees who require it on a need-to-know basis. The Vendor shall promptly notify the client agency in writing if it discovers, or has reason to suspect, any breach of these confidentiality requirements.

Q. Supervision

Vendor agrees to have a supervisor or other responsible managing employee available during service hours for customer contact and quality control purposes.

R. Security

Vendor agrees to provide safe, off-street parking and secure locked storage for State vehicles.

S. False Certification

Failure to comply with the requirements set forth in this guide may result in cancellation of DGS-approved status and may make the Vendor ineligible to reapply. Such action may be taken if the State determines that:

1. A false certification has been made, or
2. The Vendor has failed to comply with the certification requirements described herein.

IV. REQUIRED DOCUMENTS AND INFORMATION

A. OFAM 50 – Vendor Application

The OFAM 50 must be fully accurate, complete, and signed by an authorized representative of the business.

B. Current Business License

The vendor must be authorized to conduct business in California. A current California-issued business license must be provided. If the business license expires before the vendor's DGS-approved status is renewed, the vendor must submit a copy of the renewed license within 10 days of the expiration date.

C. Current Bureau of Automotive Repair License

A current copy of the Bureau of Automotive Repair (BAR) license issued in California must be submitted. If the BAR license expires before the vendor's DGS-approved status is renewed, the vendor must submit a copy of the renewed license within 10 days of the expiration date.

A BAR license is not required if:

- The vendor services only non-passenger vehicles (e.g., commercial or off-road vehicles).
- The vendor performs only minor maintenance services to motor vehicles, i.e., window tinting, upholstery, etc.
- The vendor provides only towing or transport services.
- The vendor is a machine shop that:
 - Primarily sells new or rebuilt auto parts wholesale
 - Only remanufactures individual auto parts and does not charge for warranty adjustments
 - Does not repair or diagnose vehicles or motorcycles

D. Proof of Insurance

The vendor must obtain and maintain the following general business insurance coverage for the duration of the contract and provide current certificates of insurance as evidence of compliance:

- **Garage Keepers Legal Liability Insurance:** The Vendor shall maintain garage keepers legal liability insurance covering physical damage sustained to State vehicles while in the possession of the Vendor. Coverage shall be written for sufficient limits to cover any vehicles in the Vendor's custody at any given time.
- **Garage Liability Insurance:** The Vendor shall maintain garage liability insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured contract. Coverage limits shall apply separately to each location at which the Vendor operates.

Please note: The following additional insurance language **MUST** be included with the Garage Liability and Garage Keepers Legal Liability insurance certification sheet, or the vendor will not be eligible to become a DGS-approved vendor.

"The State of California, its officers, agents, employees, and servants are additional insureds, but only insofar as the operations under this Agreement are concerned."

- **Standard Workers Compensation and Employers Liability Insurance:** The vendor shall maintain statutory workers' compensation and employers' liability coverage for all its employees who will be engaged in the performance of services for state vehicles, including special

coverage extensions where applicable. Employers' liability limits of \$1,000,000 shall be required.

- Insurance companies must be acceptable to the OFAM. If self-insured, a review of financial information may be required.
- The vendor is responsible for any deductible or self-insured retention contained within the insurance program.
- In the event Vendor fails to always keep in effect the specified insurance coverage, the OFAM may, in addition to any other remedies it may have, cancel the vendor's DGS-approved status upon the occurrence of such event, subject to the provisions of this Agreement.
- Any insurance required to be carried should be primary, and not excess, to any other insurance carried by the State.

All required insurance coverage must be in force for the entirety of the three (3) year term. If insurance expires during the term, a renewed certificate must be submitted to DGSVendorProgram@dgs.ca.gov within 10 days of the expiration date.

E. STD 204 – Payee Data Record

A completed STD 204 – Payee Data Record is required for all payees (non-governmental entities or individuals) entering into a transaction that may lead to a payment from the state.

V. POLICIES AND PROCEDURES

A. Repair Authorization

Repair, maintenance, and modification of state fleet assets are subject to pre-authorization by a DGS IAE. When a state agency uses services from a DGS-approved vendor, DGS grants delegated authority to the agency to approve repairs up to \$750. However, if the estimate exceeds \$750, the vendor MUST NOT begin any work until a DGS IAE has reviewed the estimate and issued an authorization number. Invoices over \$750 submitted without an authorization number WILL NOT be approved.

Please note: Estimates or invoices for the Department of Forestry and Fire Protection, California Highway Patrol, Department of Transportation, University of California systems, California State University systems, District Agriculture Associations, California Correctional Training and Rehabilitation Authority, Judicial branch agencies, and Legislative branch agencies DO NOT need DGS IAE approval.

B. Invoice

The vendor shall provide an itemized invoice that includes the following information:

- Authorization number granted by a DGS IAE.
- Equipment number: All state vehicles have an assigned equipment number. Obtain the equipment number from the driver or the STD 271 – Automobile Maintenance Booklet in the glove box of the vehicle.
- VIN.
- License plate number.
- Vehicle Model Year, Make, Model.
- Number of cylinders.
- Current mileage or hours.
- Labor rate – itemized.
- All parts used – itemized.
- Parts discounts.
- Owning agency address and phone number.
- Driver name and phone number.
- Specific repairs done by the vendor and any sublet repairs.

Invoices for DGS-owned vehicles (Equipment # 800-) must be submitted to the [OFAM Fleet Operations Portal](#).

Invoices for other state agency-owned vehicles (Equipment # 900-), must be submitted directly to the owning agency.

C. Customer Service

State agencies may prioritize different factors when selecting automotive repair or service vendors. Common criteria include:

- Employing qualified, courteous, and efficient personnel.
- Providing trained service reception staff capable of advising customers on repairs and maintenance.
- Maintaining a clean, orderly, and professionally presented facility.
- Ensuring responsive and reliable telephone support.
- Demonstrating strong accounting and reporting capabilities.
- Offering continuous training programs to keep staff current with emerging technologies.

VI. RESOURCES FOR VENDORS

A. Directory of Local DGS Inspector

DGS IAEs are located throughout California and operate within three main regions: Region 1 – Northern California, Region 2 – Central California, and Region 3 – Southern California. Contact information and regional assignments for local IAEs are available on the [DGS website](#).

B. DGS Auto Repair Vendor Program Contact

Questions regarding the application packet or application status may be directed to DGSVendorProgram@dgs.ca.gov.

C. Prompt Payment Act

The Prompt Payment Act requires state agencies to remit payment on properly submitted, undisputed invoices within 45 calendar days of initial receipt. Additional information is available on the [DGS website](#).

D. Government Claims Process

Any individual or business may file a government claim for damages believed to be caused by the State of California for unpaid invoices related to services rendered. Additional information is available on the [DGS website](#).